

**Release Notes**

# hp StorageWorks Business Copy EVA/MA/EMA Host Agent v2.2 for Windows

**Product Version:** 2.2

Fourth Edition (October 2003)

**Part Number:** T3032-98106



The HP StorageWorks "Business Copy (BC) for enterprise virtual array (EVA), modular array (MA), and enterprise modular array (EMA)" is the new name for the "Enterprise Volume Manager (EVM)" software.

This document summarizes features and characteristics of the HP StorageWorks Business Copy Host Agent v2.2 for Windows release that are not covered elsewhere in the documentation set.



---

© Copyright 1999–2003 Hewlett-Packard Development Company, L.P.

Hewlett-Packard Company makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

This document contains proprietary information, which is protected by copyright. No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of Hewlett-Packard. The information contained in this document is subject to change without notice.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Hewlett-Packard Company shall not be liable for technical or editorial errors or omissions contained herein. The information is provided "as is" without warranty of any kind and is subject to change without notice. The warranties for Hewlett-Packard Company products are set forth in the express limited warranty statements for such products. Nothing herein should be construed as constituting an additional warranty.

Printed in the U.S.A.

Business Copy EVA/MA/EMA Host Agent v2.2 for Windows Release Notes  
Fourth Edition (October 2003)  
Part Number: T3032–98106

## About this Document

This section describes the content reflected in this document, including:

- [Release Notes Information](#), page 3
- [Intended Audience](#), page 3
- [Business Copy Documentation](#), page 3
- [Business Copy Product Updates](#), page 3

## Release Notes Information

These Release Notes cover the following BC topics:

- [Hardware and Software Requirements](#), page 4
- [Limitations and Known Issues](#), page 6

## Intended Audience

This document is intended for customers who purchased BC v2.2 or are now updating these environments to BC v2.2, and for HP authorized service providers responsible for installing, configuring, and maintaining systems that include BC software.

## Business Copy Documentation

BC documentation includes documents distributed through an initial purchase of BC v2.2 (contained in a BC documentation kit) and through a Web release of BC updates. Refer to the *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Read Me First* (T3032-99101) or *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Update Read Me First* (AA-RQ70G-TE) for a list of these documents and document part numbers.

Visit the BC product page website (<http://h18000.www1.hp.com/products/sanworks/managementappliance/index.html>) for all available BC documentation (except the BC online Help & User Guide).

## Business Copy Product Updates

BC product updates, if available, are located at the BC software and drivers page website:

<http://h18000.www1.hp.com/products/storage/software/bizcopyeva/index.html>.

## Hardware and Software Requirements

The following sections identify hardware and software requirement changes for this BC host agent. Topics include:

- [Operating System Version Support](#), page 4
- [Secure Path Requirements](#), page 4
- [HBA, Firmware, and Driver Requirements](#), page 5

### Operating System Version Support

The BC v2.2 Solaris Host Agent supports the following Microsoft Windows® versions:

- Windows NT4
- Windows2000 with SP3 or SP4
- Windows Server 2003 Enterprise 32-bit
- Windows Server 2003 Enterprise 64-bit
- Windows Server 2003 Datacenter 64-bit

---

**Note:** BC host agent for Windows is supported on the English and Japanese versions of Windows only.

---

### Secure Path Requirements

The BC v2.2 host agent requires the presence of Secure Path and is not supported in single-path environments. The following Secure Path versions are supported:

- Secure Path v4.0B, SP1
- Secure Path v4.0C

## HBA, Firmware, and Driver Requirements

HBA, firmware, and driver requirements are listed in [Table 1](#).

**Table 1: HBA, Firmware, and Driver Requirements**

Vendor	FCA/HBA Name	Firmware	Driver	OS versions
Emulex	LP8000 / KGPSA	3.91a1	4.82a16	NT4, W2K, WS2003
	LP952 / FCA2101	3.91a1	4.82a16	NT4, W2K, WS2003
	LP9002DC / FCA2355	3.91a1	4.82a16	W2K, WS2003
	LP9802 / FCA2404	1.01a2 / 1.01a1	4.82a16 / 5.00a11	W2K, WS2003, WS2003 64-bit
	LP9802DC / FCA2404DC	1.01a2	4.82a16	W2K, WS2003
Qlogic	QLA2340 / FCA2214	1.34	8.2.0.73	W2K, WS2003
	QLA2340 / FCA2214DC	1.34	8.2.0.73	W2K, WS2003

## Limitations and Known Issues

This section is an extension of a similar section in the *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Network Administration Guide* (T3032–96101) and can help avoid problems while using BC v2.2. Limitations and known issues include the following topics:

- [Problems With Mapped Network Drives in Windows Server 2003](#), page 6
- [Disk Icon Displays a Question Mark in Windows Server 2003 Explorer View](#), page 7
- [Cannot Browse to the BC GUI from Windows Server 2003, 64-bit version](#), page 7
- [Problems with Multiple JREs](#), page 7
- [Volume Groups and Windows 2000 Dynamic Disks](#), page 8
- [Terminal Services Causes Problems with Dynamic Unmount](#), page 8
- [Restrictions on Folder Names for Folder Mounted Devices](#), page 8
- [Mounts and Dismounts Fill the Event Log](#), page 8
- [The MOUNT ALL Job Command Will Not Work](#), page 9
- [Mounts and Dismounts Fill the Event Log](#), page 9
- [Postinstallation Best-Practices](#), page 9

When job fails during the BCV mount operation some of the BCV mounted, visible to the host.

On Tru64 platform, undoing the failed job, will not unmount the BCV presented to the host.

## Problems With Mapped Network Drives in Windows Server 2003

*Description:* Active, mapped network drives are displayed on all host computers except for Windows Server 2003. This known issue can potentially lead to situations in which BC jobs that mount BCVs on these hosts will run to completion, but *will not* actually mount the BCVs.

For example, if a BC job mounts a BCV as drive letter T:, even if T: is already in use, the job will run to completion. However, the BCV *will not* be mounted, and drive letter T: will continue to be the mapped network drive. Once the BC job is completed, you will have to manually mount the BCV (using an available drive letter).

- Error Indication:* The indicated drive letter within the BC job *does not* arrive properly.
- Resolution/Workaround:* Make sure that mount operations conducted on Windows Server 2003 hosts *do not* conflict with any mapped network drives that may be present on the mount-on host.

## Disk Icon Displays a Question Mark in Windows Server 2003 Explorer View

- Description:* The Explorer view in Windows Server 2003 occasionally displays an extra disk icon with a question mark (?) when new BCV devices are mounted. This extra icon is a side effect of the dynamic device arrival process and *does not indicate a problem*.
- Error Indication:* None.
- Resolution/Workaround:* Close and re-open the Explorer window to remove the extra disk icon.

## Cannot Browse to the BC GUI from Windows Server 2003, 64-bit version

- Description:* The BC GUI uses Java applets to display information. This use of Java requires that the Java Runtime Environment (JRE) be installed on the host that is being used to view the GUI. Currently, there is no JRE available for 64-bit Windows versions.
- Error Indication:* None.
- Resolution/Workaround:* This limitation does not affect functionality of the host agent software.

## Problems with Multiple JREs

- Description:* In order to browse to the BC GUI from a Windows host agent computer, the 1.4.1\_03 JRE must be installed. Having multiple JRE versions installed can cause problems while viewing the BC GUI.

*Error* Problems viewing the BC GUI.  
*Indication:*  
*Resolution/* Do not install more than one JRE version on a given computer.  
*Workaround:*

## Volume Groups and Windows 2000 Dynamic Disks

### Terminal Services Causes Problems with Dynamic Unmount

*Description:* If a terminal services session is established, any mount operations that are performed on the host agent may fail.  
*Error* New Drive letter did not arrive  
*Indication:*  
*Resolution/* To prevent this problem, ensure that there are no active TS sessions while mount  
*Workaround:* operations are taking place.

### Restrictions on Folder Names for Folder Mounted Devices

BC allows you to mount BCV devices as folders on Windows 2000 and Windows Server 2003. The following limitations apply to this functionality.

- The folder name, including path, cannot exceed 245 characters.
- The folder name cannot end with a period(.).

### Mounts and Dismounts Fill the Event Log

Despite the plug and play nature of Windows 2000, this operating system is not fully compatible with the dynamic mount and dismount operations performed by EVM. One side effect is that each mount and dismount can generate entries in the Event Log. Device arrival and departure notifications from the Remote Switch Module (RSM) service are the most common events. If Secure Path is installed, the *raidisk.sys* driver may also report path failure errors during device removal.

These Event Log entries are not an indication of a problem and can be ignored. However, EVM implementations that involve heavy mount/dismount activity can generate a significant number of log entries. When sizing the Event Log, size the log accordingly.



## The MOUNT ALL Job Command Will Not Work

The MOUNT command includes variants: SINGLE and ALL. The MOUNT\_SINGLE command is supported. The MOUNT\_ALL command is not supported on Windows. To prevent unnecessary job failure, use the MOUNT\_ALL command for operations.

## Mounts and Dismounts Fill the Event Log

If an NT4 host agent is rebooted while BCV devices are mounted, the storage configuration of the currently mounted devices will change in such a way that will prevent additional jobs from mounting properly. If an NT4 host agent is rebooted while BCV devices are mounted, undo any jobs that caused BCVs to be mounted on the host computer, then reboot again. Rebooting the host computer will reset the storage configuration to a known good state and allows jobs to complete normally.

## Postinstallation Best-Practices

All open browser windows must be closed and then the browser reopened before browsing to the SMA software, after any of the following installations.

- BC host agent v2.2
- Any browser or new browser version
- A JRE or a new JRE version

If problems between the browser and Java applets (such as the lack of a display in the lower portion of the BC screen) persist after closing and reopening the browser, the browser cache or Java plug-in cache may be responsible.

To clear the cache in Internet Explorer, use the following procedures:

1. Choose **Tools>Internet Options**.
2. From the **General** tab, under **Temporary Internet Files**, click **Delete Files**.
3. In the **Delete Files** window, click **OK**. (There is no need to check the **Delete all offline content** option.)

To clear the cache in Netscape, use the following procedures:

1. Choose **Edit>Preferences**.
2. In the navigation pane, choose **Advanced>Cache**.
3. Click both **Clear Memory Cache** and **Clear Disk Cache**.

4. Click **OK**.

To clear the cache in the Java plug-in, use the following procedures:

1. Open the Java plug-in console.
2. From the **Cache** tab, click **Clear JARCache**.
3. Close the Java plug-in console.